

FRESNO, CALIFORNIA

CLASS SPECIFICATION

WATER CONSERVATION REPRESENTATIVE

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Water Conservation Representative is the first and entry level in a six level Utilities Water Conservation series. Incumbents are responsible for advising water users in the identification and use of water conservation measures and for enforcing water conservation regulations including those required Water Conservation Best Management Practices.

Incumbents may be assigned any shift and may be required to work holidays and weekends. May also be required to be on standby duty on a rotating basis to respond to emergencies.

The Water Conservation Representative is distinguished from the Water Conservation Technician, which is responsible for making work assignments, overseeing the work of Water Conservation Representatives, training, ordering and distributing supplies, preparing reports, and performing administrative tasks.

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TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

FRE-QUENCY

1. Responds to inquiries and requests for information regarding water conservation from customers, internal staff, and/or other interested parties.
2. Monitors assigned locations for water waste, ensuring compliance with applicable City regulations; identifies and photographs water waste violations, issues notices, troubleshoots and works to resolve problems.
3. Schedules appointments with customers to discuss and explain rebate programs, surveys, and/or water related issues, including any pertaining to Water Conservation Best Management Practices.
4. Prepares a variety of records and reports related to operational activities. Compiles statistics an prepares periodic reports as required, including any related to Water Conservation Best Management Practices.
5. Monitors and maintains conservation supplies, materials, and inventory; recommends the replenishment of applicable items.
6. Develops and communicates water conservation information utilizing a variety of media including radio and television interviews.
7. Coordinates and/or hosts community outreach events and activities.

Daily
25%

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Daily
45%

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Weekly
10%

Monthly
15%

Monthly
5%

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| 8. | <u>Performs general clerical work, including operating computers, office machines, pagers, radios, and answering multi-line telephones.</u> | <u>Monthly</u> |
| 9 | <u>Schedules, prepares for and makes presentations to citizen groups, businesses, students and water users on water conservation practices and techniques. Conducts workshops</u> | <u>5%</u> <u>Weekly</u> <u>5%</u> |
| 8. | Performs other duties of a similar nature or level. | As Required |

Training and Experience (positions in this class typically require):

- One year of paid experience which involved a substantial amount of public contact and customer service is required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Must be a high school graduate. The ability to speak, read and write a designated foreign language may be required when community needs dictate.

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Licensing Requirements (positions in this class typically require):

- Basic Class C License

Deleted: <#>Valid Environmental Compliance Inspector Certificate, Grade III, issued by the California Water Environment Association.¶

Knowledge (position requirements at entry):

Knowledge of:

- Sprinkling and irrigation devices used in landscapes;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Customer service policies, principles and practices;
- Inventory management principles and practices;
- City geography and water supply and distribution system;
- Water system and conservation program goals, objectives, functions and measures.

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Skills (position requirements at entry):

Skill in:

- Providing customer services
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Ability to prepare and make effective oral presentations
- Coordinating and scheduling a variety of events and activities
- Reading and interpreting blueprints, schematics, and other technical drawings related to job duties
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction
- Using computers and applicable software applications
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents

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Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, work space restrictions, inadequate lighting, intense noises, pulling and pushing.

Very Heavy Work: Exerting up to 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

Incumbents may be subjected to moving mechanical parts, electrical hazards, vibrations, fumes, odors, dusts, poor ventilation, adverse weather conditions, environmental hazards, gasses, chemicals, oils and travel.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007